SERO

Army Performance Improvement Criteria "APIC" Training Module 5

"Human Resources Focus"

INTRODUCTION

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- This APIC training module is designed to familiarize the organization staff with the basic principles, concepts, and processes of the Army Performance Improvement Criteria.

- The training has been designed in short "two minute" modules that allow the staff to learn weekly without interrupting the work schedule.

APIC Criteria

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The Army Performance Improvement Criteria includes seven categories of performance criteria:

1. Leadership
2. Strategic Planning
3. Customer and Market Focus
4. Measurement and Analysis
5. Human Resources Focus
6. Process Management
7. Business Results

APIC 5.0
Human Resources Focus

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- The Human Resources category examines how the organization's work systems and its employee learning and motivation techniques enable employees to develop and utilize their full potential in alignment with the organization's overall objectives and action plans.
- This category is divided into three key performance areas (KPAs):

  5.1 Work Systems
  5.2 Employee Learning and Motivation
  5.3 Employee Well-Being and Satisfaction

KPA 5.1
Work Systems

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- This KPA evaluates how an organization's work and its jobs enable employees and the organization to achieve high performance. Key factors are:
  - Cooperation, initiative, empowerment, and innovation.
  - Employee performance management, feedback, compensation, and recognition programs.
  - Hiring practices and career progression.

KPA 5.2
Employee Learning and Motivation

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- This KPA examines how employee education, training, and career development help support the achievement of overall objectives and contribute to high performance. Key factors are:
  - How education and training are linked to action plans.
  - How organizational and employee needs are linked.
  - How new skills are implemented on the job and how the effectiveness of these new skills is evaluated.
  - How employees are motivated to develop and utilize their full potential.

KPA 5.3
Employee Well-Being and Satisfaction

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- This KPA looks at the work environment and the employee support climate and their contributions to well-being, satisfaction, and motivation. Key factors are:
  - Workplace safety, health, and security.
  - Preparedness for emergencies.
  - Employee services, benefits, and policies that contribute to overall well-being.
  - Assessing the workplace to identify priorities for improving the work environment and support climate.

More Information about the Army Performance Improvement Criteria and the
"APIC" website can be found at:

www.hqda.army.mil/leadingchange/